



Centre Specific Information Portsmouth



CONTACT DETAILS

To contact the centre/a student/a group leader, please do so **in the following order**:

1. The Twin Office telephone
2. The Twin Emergency Number

If it is a **real emergency**, and the above 2 numbers do not respond:

3. and it is in office hours, please phone the Twin Head Office number
4. or out of office hours, phone the Twin Summer Centres Emergency number

PLEASE NOTE:

- The emergency numbers are **for emergencies!** Please do not call these numbers for other reasons; you could be stopping us receiving an important call.
- If nobody answers the office phone or centre mobile, and it is not an emergency, please try to phone again later or leave a message on the phone and someone will get back to you soon. Please do not phone Head Office **unless it is an emergency.**

TWIN PORTSMOUTH CENTRE			
Centre Address:	Centre Manager	Centre Office Tel	Centre Emergency Mob
University of Portsmouth F.A.O Twin Centre Manager, 1 Guildhall Walk, Portsmouth, UK	Shakir Ahmed	+44 (0)23 9284 5250	+44 (0) 7580 15 98 27
	Coach Pick-up/ drop-off point	Bateson Hall, The Mary Rose Street, PO1 2BL	
TWIN HEAD OFFICE			
Address:		Head Office Telephone	Head Office Emergency
Twin Summer Centres Team 67-71 Lewisham High Street London SE13 5JX UK		+44 (0) 20 8297 3231	+44 (0) 780 53 82 904
		or	or
		+44 (0) 20 8297 3214	+44 (0) 780 95 52 145

ACCOMMODATION

Can I/we decide which bed(s)?

Our Centre Manager will allocate the residential rooms and students are separated accordingly.

What type of accommodation is available in Portsmouth University?

All rooms are single rooms and there is a mixture of en-suite and shared bathrooms available in Harry Law & Bateson residences.

Please note that during high season we will be very busy, and as you can understand, we cannot guarantee that all rooming requests will be met, although we will do our utmost to satisfy your client's needs.

All rooms must be vacated by 10:00am on the day of departure.

LAUNDRY

How are clothes cleaned?

A coin-operated laundry is available in Bateson Hall. Students will need to pay a small sum to do their laundry as the machines are coin operated. We recommend students bring enough clean clothes for their entire stay if possible and only wash clothes in extreme circumstances.

*** Twin Group will not be liable for any loss or damage to clothing***

MEALS

What is the food like?

3 meals per day will be provided.

Students may be provided with packed lunches on certain days; e.g. on full day excursions.

Please see **Sample Menu** in downloads.

What time are the meals?

Breakfast:	07:30 to 08:45
Lunch (Monday to Friday)	12:30 to 13:45
Lunch (Saturday and Sunday)	Packed Lunches
Supper (Monday to Friday)	17:15 to 18:45
Supper (Saturday and Sunday)	17:30 to 19:00

Twin is not the only school on the campus so try to avoid long queues.

Food in the UK might be very different from what students are used to but all our meals are well balanced, generous with plenty of choice for everyone. Students should be encouraged to try everything with an open mind.

What about students with special diets?

Please note: that we can cater for most special diets only on request 14 days before the student arrives.

CLEANING

How often are the rooms cleaned?

Rooms are cleaned and bed linen changed weekly. In order to ensure the room is thoroughly cleaned make sure that there are **no clothes/belongings on the floor** and all rubbish is deposited in the bins provided. Students are expected to keep their room tidy.

Common areas are cleaned daily. Students are reminded to use the provided bins for rubbish at all times.

TOWELS

One large towel will be provided in each room.

No hospitality products, such as soap, will be provided.

SAFETY

Portsmouth University is in the centre of Portsmouth so there are busy roads around. Students should take care at all times. Students should always **look right, then left, then right again** when crossing the road in the UK as cars drive on the left.